

Kings Cormorants SC

Club Complaints Procedure

Kings Cormorants SC follows the Swim England Judicial Regulations and Club Complaints process for complaints involving club members. A club complaint may include a dispute between club members, an issue between a member and the Club Committee, or an allegation that a member has breached the Club's rules.



*Where an appeal is permitted under the Swim England Judicial Regulations.

Primary reference: [Swim England - Judicial and Safeguarding Regulations / Club Complaints](#)

Step 1 - Try to resolve the issue informally

Where appropriate, members should first try to resolve the issue informally. This may involve discussing the concern with the other person, the Club Chair or an appropriate member of the Committee. Swim England encourages informal resolution before progressing to a formal Club Complaint.

[Swim England Club Complaints information](#)

Step 2 - Make a formal Club Complaint

If the matter cannot be resolved informally, the member should complete the official Swim England Club Complaint Form and submit it to the Club Chair. Members should read the current Judicial Regulations and supporting guidance before submitting a formal complaint.

[Official Swim England Club Complaint Form](#)

[Swim England Club Complaints information](#)

Step 3 - Follow the Swim England Club Complaints process

Once a formal complaint has been received, the Club will follow the process and timescales set out in the current Swim England Judicial Regulations. The Swim England flowchart provides a useful overview of the process.

[Club Complaints Flowchart](#)

[Current Judicial and Safeguarding Regulations \(effective 1 September 2026\)](#)

[Judicial Regulations Guidance](#)

Step 4 - Club Complaint Hearing

Where the complaint progresses to a hearing, the Club will arrange and manage the hearing in accordance with the Swim England Judicial Regulations. Swim England provides standard directions to support the hearing process.

[Standard Directions for Club Complaint Hearings](#)

Step 5 - Decision and outcome

Following consideration of the complaint, the Club Complaint Panel will record and communicate its decision. If a sanction is being considered, the Panel should refer to the current Swim England sanctions guidance.

[Club Complaint Panel Decision Form](#)

[Club Complaints Sanctions Guidance](#)

Step 6 - Appeal

Where an appeal is permitted under the Swim England Judicial Regulations, the relevant party may appeal the Club Complaint decision in accordance with the current Swim England process.

[Club Complaint Appeal Form](#)

[Judicial Regulations Guidance](#)

[Judicial Regulations FAQs](#)

Is this the correct complaints process?

The Club Complaints procedure is intended for internal club disputes. Some matters need to follow a different Swim England process, including:

- safeguarding concerns;
- allegations of serious misconduct;
- alleged breaches of Swim England Regulations or the Swim England Code of Ethics; and
- disputes involving members of different clubs.

If there is any uncertainty about which process applies, members or Committee members should refer to the current Swim England Judicial and Safeguarding Regulations page or contact the Swim England Office of Judicial Administration for guidance.

[Swim England Judicial and Safeguarding Regulations](#)

Important: Where there is any difference between this Club procedure and the current Swim England Judicial Regulations, the current Swim England Regulations will apply.